
THE NETWORKER

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US ARMY CORPS OF ENGINEERS INFORMATION EXCHANGE BULLETIN FOR
THE HECSA INFORMATION MANAGEMENT OFFICE

Sixth Floor Relocation

I Can't Find The IM People – They've Escaped

If you've tried finding a CEHEC-IM employee in the GAO Building recently, you have probably discovered that we are not physically located where we used to be. All Information Management personnel, with one exception, have relocated to temporary swing space in preparation for our move to newly configured Corps space on the 6th floor at GAO. We will not be alone. All of the other HECSA offices in GAO will be moving upstairs with us.

Other amenities on the new Corps floor include a number of badly needed conference rooms and a computer training room. The Office of the Assistant Secretary of the Army (Civil Works) (ASA (CW)) will move a small staff to the floor as well. Larry Delaney, AIA has been assigned as the Project Manager for this initiative.

See Larry on Page 7

INSIDE THIS ISSUE

- 1 Ask The Help Desk
- 1 Sixth Floor Relocation
- 2 Machine Booting (Startups)
- 2 Training The Invisible Patron
- 4 The Visual Information Work Order Form
- 5 The Webmaster's Corner

Ask the Helpdesk!

Help, I've fallen and can't reach my mouse

Jeffrey Hamilton, LAN Support Team Manager

Quality Technology, Inc.

Note: This feature will be in each **NETWORKER** and will include answers to common questions that come to the Helpdesk. If you have a recommendation for a topic for this feature, please email HELPDESK-HQ.

Question:

I can't print in CEFMS, but yesterday I didn't have any problems.

Answer:

This problem is almost always related to Winsig (the program that provides printing and signing functions for CEFMS) and not the printer. Ninety per-cent of the time the solution is to register your CEFMS Logon ID in Winsig. Double-click on the Winsig Manual Registration icon on your desktop, be sure the correct Logon ID is in the window, and click Register. If you are properly registered, but the WINPRINT window does not come up when you execute the print job in CEFMS, Winsig may not be running or may not be installed properly. You can launch Winsig from Start/Programs/Startup/Winsig. It is an icon in your Systray at the bottom right side of monitor next to the clock. If all of this fails, please call the Helpdesk at 761-1904 and we can connect to your PC using WinVNC and help you out.

Question:

Hey, what is WinVNC anyway? Is Big Brother watching me?

Answer:

WinVNC is an application that the Helpdesk can use to remotely troubleshoot your PC problems. However, unless you launch the application for us, we can't connect to your PC. If you have a problem that a technician can resolve with a software install, a setting change, or by looking at the specific error message you are getting, you can launch WinVNC by clicking Start/Programs/VNC/Run WinVNC (Apps Mode). The application will load to your Systray and

See Hamilton on page 3

MACHINE BOOTING (STARTUPS)

How Do I Crank This Thing Up?

David J. Walton, Sr.

*Humphreys Engineer Center Support Activity Automation
Support*

It's a good thing to have a nice desktop system that you can turn on and leave on for days or weeks at a time. Many of us don't bother to turn our machines off when we leave work. We just turn the monitor off, turn the printer off and we hit the door. Leaving our computers on for long periods of time may or may not be harmful to the machine. However, it does pose a problem for the technical support staff and it could cause security related problems. Army Regulations 380-19 and 25-1A require that all army systems have a screen saver active, and the screen saver must be password protected. Many systems do not have the screen saver and password protection options active. Remember that if you sign on to any system and leave your work site with the machine active, anyone can use your machine to send e-mail, surf unauthorized web sites, and do a lot of damage to your work. However, if you have the screen saver and password protection active, your system will be secure even if you are absent from your work site. Sometimes, we, the IM staff, will leave downloads on the network that will automatically load at machine startup. If you leave your machine on for long periods of time as I sometimes do, you may miss the download. What then happens is that you may miss an inventory, software update or other important download? So, we would appreciate it greatly if you would restart your machine at least once during the week. Also, please shut your machine down on Friday. If you restart your machine at least once a week and do a cold boot on Monday, you will most likely stay up-to-date. Of course we would prefer that you shut your machine down every evening. It saves the power supply unit and conserves energy. Also, if your system is powered off it will not take a hard hit during a catastrophic electrical event such as a power outage. Bear in mind that if you do take a machine damaging hit, we may not be able to get you back on line quickly. It takes a long time to get parts for these systems. So, please think about the plus side and shut your machine down at the end of your day.

Training is a truly collaborative process using Microsoft® Windows NetMeeting®. This free software tool allows the librarian to train patrons at remote locations, costs little, and resides on the organization's server.

Training the Invisible Patron

If you aren't Houdini

Mr. Lee Porter

*Humphrey Engineer Center Support Activity Library
Services*

Ever tried to demonstrate a database to a patron at a remote location? Much communication is lost when the patron is not face-to-face with the librarian. It is the information professional's equivalent to a dentist pulling teeth. Lacking the patience of Job, the library staff began exploring a software program called Microsoft® Windows NetMeeting® to train patrons that work at other locations. Detailed information can be found at the address below.

<http://www.microsoft.com/catalog/display.asp?subid=22&site=113&x=43&y=14>.

The NetMeeting software includes many functions, however, the program sharing capability is excellent for training. The software allows use of a microphone, speakers, and video camera, so that collaboration with others can take advantage of these hands free multimedia accessories. To instruct a patron in another office, simply share your monitor screen and give instructions to the clients sitting at their own desk. The trainee views the actions as the trainer navigates the product. Verbal communication can be via the microphone and speakers, or you can talk simultaneously over the telephone.

How it can be used

There is an extensive handbook in the resource kit to assist in deploying the software. (<http://www.microsoft.com/windows/NetMeeting/Corp/reskit/default.asp>) In our case, the technical staff at our agency obtained and set up the server. An underemployed PC was used as the server for initial deployment while our staff became familiar with the software. Microsoft offers the next level

See Net Meeting on Page 3

Site Server to deploy the software organization-wide, however, our library has not considered this level of service.

To begin the program sharing, both the patron and the librarian must have NetMeeting installed, setup, and open on their computers. The staff may find it convenient to keep NetMeeting open on the desktop, and check "automatically accept calls" under the call option. When one party chooses to make a call, click call - new call to see who has NetMeeting up and running to receive calls.

When a patron requires instruction, ask them to open NetMeeting and place a call to you using NetMeeting. Determine their access to microphone and speakers as well as their comfort level in using these accessories. Instructions may be conveyed over the telephone as they watch the program navigation on the monitor.

Once the call is accepted, open the program you choose to share. Click on the "share program" icon, and select the program to be shared. The program will then appear on the patron's monitor as well. They will be able to view your actions as you describe how to navigate the product.

Words to the wise

Even the greatest thing since sliced bread will come with crusty edges. You may have to work through some of these same issues. So here are some of our lessons learned.

- Firewalls may provide an obstacle for your patrons.
- Not all participants will have speakers, microphones, or cameras.
- Some participants prefer listening over the telephone while watching their monitor.
- When sharing large files or graphics files, response time may be slow.
- Allow time for staff and patrons to learn the software.
- Documentation and assistance for setting up the server side could be improved.

What's next?

These additional opportunities might improve performance and expand applicability of this tool. Librarians are creative people and will certainly find ways to deploy the software in a variety of ways.

See Net Meeting on Page 4

the Helpdesk will then use Internet Explorer to connect to your PC and look at your desktop remotely. After the technician has resolved your problem, you can close WinVNC by right clicking on the WinVNC icon in your Systray and selecting Close VNC. After that, no one can connect to your PC remotely without you launching the application again. Plus, the application is password protected and only the Helpdesk knows the password!

Question:

Every time I exit Outlook 98, I get an Illegal Operation error message. What gives?

Answer:

Basically, your system has a conflict with the McAfee email scan option, called Exchange Scan. To prevent this error, in Outlook, go to Tools, Options, Other, Advanced Options, Add-in Manager and uncheck Exchange Scan. McAfee AV will still protect your PC and the Exchange Server is still protected by Norton AV, so there shouldn't be a problem.

Question:

A colleague sent me a Word Document attachment in Outlook. I double-clicked the attachment, it opened in Word, I made changes, and I saved the changes. But now when I open the attachment in Outlook again, my changes are gone. What did I do wrong?

Answer:

The short answer is that you should never edit an attachment without saving it to your c:, h:, s:, or t: drive. Then, after making your changes, you should attach the "new" document to your reply email. The long answer is that Outlook creates a TEMPORARY version of the attachment in your PC's temp directory when you double-click the attachment from within a mail message. So, when you close the document from Word, the temporary file is gone and your changes are not updated in the message.

Question:

Check Signal Cable appears on my screen, but my keyboard is not responding and my PC doesn't seem to work right. What's wrong?

Answer:

Believe it or not, this is an extremely common question. The answer is TURN ON THE PC!!!

Question:

I can't get to a particular site on the Internet. What should I do?

Answer:

If you can get to other sites, the one you are trying to access is down, so you should try periodically until you

See Hamilton on Page 4

are successful or call the POC for that site to check on it's status. If you can't get to any Internet sites, please call the Helpdesk at 761-1904 to report the problem, as it may be system-wide.

Question:

How do I convert a PDF (Adobe Acrobat) file back to Word?

Answer:

Although there are some programs out that can facilitate this conversion, the only way for you to get information into a Word document from a PDF file is to use the Copy/Paste feature in the Acrobat Reader or Adobe Acrobat program.

Question:

I'm dialing into my Internet Service Provider (ISP), from home, and I can't open Webmail. Can you help?

Answer:

Due to firewall restrictions in the Corps, you can only access production servers, such as email, when dialed into the Corps of Engineers network. The access numbers for HQ and HECSA are 202-761-0340 (800-616-6416) or 703-325-1607 (800-616-6417). The Helpdesk is testing a Virtual Private Networking (VPN) solution with CEEIS that will allow you to use your ISP, including DSL or Cable Modem, to access the Corps production network through the firewall. Stay tuned for more information on that service. If you are interested in being a "guinea pig" for the VPN test, please email HELPDESK-HQ and let the Helpdesk know you are interested.

- A more powerful server will enhance program capabilities.
- Promotion of the service might include embedding the user interface on a web page.
- Pushing the software to employees along with setup instructions will create an awareness of the tool.

In Summary

The initial deployment of Microsoft® Windows NetMeeting® has given the library a tool that may satisfy a need for remote bibliographic instruction. Assuming your budget is limited, this software may work to train patrons who cannot visit the library.

The Visual Information Work Order Form

Alita J. Brown

Humphreys Engineer Center Support Activity AV

The HECSA Visual Information Branch provides a wide range of services to HQUSACE. These services include graphics, photography, audio-visual (AV equipment loan and AV presentation) support, video support, and video teleconferencing (VTC) support. We are committed to serving our customers with quality products and services focused on meeting mission requirements.

To insure accuracy in delivering products and services we ask that you fill out a work request form. The work request form is available by stopping by the VI Branch or you can print one in advance by visiting <http://www.hq.usace.army.mil/hqhome/miscweb.htm>

We also invite you to meet with the VI staff to discuss your requirements. To visit our office, contact MaryAnn Allen at 761-1558.

The work order form is divided into clear comprehensive sections. In the upper left section of the form, you need to provide your name, office symbol, cubicle number, and phone number. A box is displayed to the right of this section for you to provide the date your job was submitted to our office and the date you would like your job to be complete.

There are two boxes displayed (graphics, AV/video) on the left — below the requestor's ID section for you to indicate what type of service you need. Below this area is a section for you to give specific information about your job.

The photography service section is displayed to the right of this section. Please indicate the type of photo to be taken (passport or portrait), the name, office symbol, phone number, and cubicle number of the individual to be photographed.

HECSA Visual Information has implemented a PHOTO SCHEDULING SYSTEM using the Microsoft OUTLOOK Calendar. We have two photographers at HECSA; F.T. Eyre/ HQPhoto1 and Marti Hendrix/ HQPhoto2. Beginning 16 April this will be the only way to schedule event photography.

See Audio Visual On Page 6

Welcome to the Webmasters Corner

Glad To Meet You. Now, who am I? You can call me Ray or you can call me Jay. No, my picture is not on the wall of the Post Office. I took those pictures down personally.

Kevin Brooks

Humphreys Engineer Center Support Activity, Automation Branch



I would like to introduce myself to those of you who don't know me. My name is Kevin Brooks, I am a Computer Specialist with HECSA. Currently I serve as the Webmaster and Website Manager for HQUSACE and HECSA. I've been with HECSA for the past 14 years working in Human Resources for a short time and then in the Business Systems Office before taking this position.

As the Website Manager/Webmaster I am responsible for overseeing all HQUSACE/HECSA web functions, as well as reviewing webpage sets ensuring that all pages are in compliance with current policy, and coordinating website cataloging as well as approving websites prior to publishing. I also assist page masters throughout the Headquarters with their pages on an as needed basis. I am also responsible for the HQUSACE Executive Office webpage set and the HQUSACE homepage.

One of my many goals is to establish a consistent look and feel for all HQUSACE web pages and to ensure that all web pages are in compliance with current policy and the Rehabilitation Act, Section 508. I plan to do this by implementing Office Memorandum 25-1-100, Development Standards for HQUSACE Web Pages and working closely with CECI. The OM should be available in the near future. It is very important that we come together and work as a team on this matter and try to set a standard for other Corps sites.

I look forward to working with each of you. Please feel free to contact me anytime if you need help with your WebPages. I can be reached at 703-428-6023 or e-mail me at Kevin.Brooks@usace.army.mil

OUTLOOK Calendar gives the scheduler an opportunity to review the SCHEDULE Calendars for both HQPhoto1 and HQPhoto2 prior to making a request. Scheduling of events should take place at least three workdays prior to the event to ensure photographic coverage. Cancellations/changes should be made no later than 24 hours prior to an event.

Scheduling Procedures:

Open **MS OUTLOOK**; click on **FILE**; select **NEW**; click on **MEETING REQUEST**. Go to the **ATTENDEE AVAILABILITY** tab; under the **"list of attendees"**, type in HQPhoto1 and HQPhoto2 on separate lines. At this point both of the photographers' booking schedules will populate. Read each schedule horizontally across observing the highlighted (deep blue) area indicating **busy**. Decide which photographer you will book with and return to the **APPOINTMENT** tab. In the **"TO"** box, remove the HQ Photo that you are **NOT** booking with. Type in the name of the event in the **Subject** box; type in where the event is to occur in the **Location** box; indicate the date/time of the event at the **Start time** box; indicate the date/time of the event at the **End time** box. Take a moment to fill in any additional or special instructions for the event. Click the **SEND** button to e-mail your request. You will receive a reply from the photographer indicating the status of your request.

For scheduling presentation setups in the Chief's Conference room (3K10) and the Commander's Conference rooms (3M65/66), refer to the section on the lower right. We encourage you to reserve the conference room of your choice before requesting a setup for your briefing. You may contact Alexandria (Sandy) Funkhouser, (202)761-0005, cubicle 3N05 for reserving these conference rooms. On the work order form, indicate the date, time, and location, what type of briefing is being presented (electronic briefings or Command Briefing), the type of AV support (VCR, audiocassette tape, 35-mm slides, or DVD) you will need, and if a phone conference call setup is needed.

The VI Branch also provides video teleconferencing (VTC) setup support. A separate form is used for requesting this service. Contact Scott Pelton, 761-1555 or Mary Ann Allen, 761-1558 for guidance to complete this form. For VTC conference room reservations, please contact the individuals that follow:

- a.) Sandy Funkhouser for the Chief's and Commanders' conference rooms
- b.) Victoria Lay, 761-0381, 3N92 for the MP conference room (3O85)
- c.) Marguerite Scianda, 761-5859, 3M92 for the CW conference room (3K86)
- d.) Sandra Ferguson, 761-1839, 3Z13 for the RD conference room

- e.) 761-5032, 3B52, for the CI conference room (3B48).

For more information about our services, contact the Visual Information Branch Chief, Pat Paquette at (703) 428-6278 or by e-mail, patricia.k.paquette@usace.army.mil.

Larry's responsibilities included relocating CECW personnel from the Kingman Building to the GAO Building. He is also overseeing renovations to the third floor and overseeing the build-out and relocation of personnel to the 6th floor at GAO. Baltimore District is, once again, responsible for construction. The 6th floor furnishings and finishes will be very similar to those on the third floor at GAO.

CEHEC-IM will play a major role in the relocations, the 3rd floor renovations and the 6th floor build-out. Even though the computer room, Help Desk area and mail room remain on the 3rd floor at GAO, much coordination and many man-hours of effort will be spent on network and telecommunications design and review, and the physical relocation of phones and desktop computers to the new space.

The latest schedule calls for HECSA personnel to relocate to the 6th floor by mid December 2001. In the interim, you may find the following table useful in helping you locate CEHEC-IM personnel in their swing space locations:

Name	New Location	Phone
Abt, Karl	3T11	761-1624
Allen, MaryAnn	3P35	761-1558
Basala, Carey	3S07	761-8763
Brown, Alita	Kingman, G3	428-7298
Butler, David	Kingman, G1	428-7000
Clark, Barbara	3R09	761-0043
Dunston, Sheila	3S10	761-1492
Evans, Brenda	3S04	761-1091
Evans, Robert	3R08	761-8758
Eyre, F. T.	Kingman, G3	428-7297
Freeby, Susan	3S08	761-1575
Keenan, Dale	3S03	761-8753
Francis, Betty	3S11	761-1569
McGilvery, Farlane	3S12	761-1632
Pelton, Scott	3P33	761-1555
Powers, Sandy	3G23	761-5305
Simons, Jane	3U28	761-1417
Upson, Elaine	3L70	761-5308
Wade, Earl	3R11	761-0708
Walton, David	3S09	761-1070
Williams, Jeane	3R10	761-4794